

## **NC 911 Board Rules**

### **How to Make Comments on Proposed Rule Amendments**

#### **Public Comment Period Ends on August 28, 2015**

##### **Oral Comments**

Oral comments may be made by contacting Teresa M. Bank at (919) 754-6285 or by appearing at the Rulemaking Hearing scheduled for:

10:00 a.m.  
August 28, 2013  
NC 911 Board Office  
3514 A Bush Street, Banner Elk Room  
Raleigh, NC 27609

##### **Written Comments**

Written comments may be mailed to the address listed below, or may be emailed to: [teresa.bank@nc.gov](mailto:teresa.bank@nc.gov)

##### **Written Objections**

The objection, reasons for the objection, and the clearly identified portion of the rule to which the objection pertains, must be submitted in writing to:

Teresa M. Bank  
Rulemaking Coordinator  
NC Office of Information Technology Services  
P.O. Box 17209  
Raleigh, NC 27619-7209

##### **Procedure for Subjecting a Proposed Rule to Legislative Review**

If an objection is not resolved prior to the adoption of the rule, a person may also submit written objections to the Rules Review Commission. If the Rules Review Commission receives written and signed objections in accordance with G.S. 150B-21.3(b2) from 10 or more persons clearly requesting review by the legislature and the Rules Review Commission approves the rule, the rule will become effective as provided in G.S. 150B-21.3(b1). The Commission will receive written objections until 5:00 p.m. on the day following the day the Commission approves the rule. The Commission will receive those objections by mail, delivery service, hand delivery, or facsimile transmission. If you have any further questions concerning the submission of objections to the Commission, please call a Commission staff attorney at 919-431-3000.

**Fiscal impact (check all that apply).**

- ☒ State funds affected
- ☐ Environmental permitting of DOT affected  
Analysis submitted to Board of Transportation
- ☒ Local funds affected
- ☒ Substantial economic impact ( $\geq$ \$1,000,000)
- ☒ Approved by OSBM
- ☐ No fiscal note required by G.S. 150B-21.4
- ☐ No fiscal note required by G.S. 150B-21.3A(d)(2)

See link to Fiscal Note: [http://osbm.nc.gov/files/pdf\\_files/ITS05082015.pdf](http://osbm.nc.gov/files/pdf_files/ITS05082015.pdf)

**911 BOARD SUMMARY OF PROPOSED RULES**

**TITLE 09, CHAPTER 06, SUBCHAPTER C**

**911 BOARD**

**SECTION .0100 – FORMS, DEFINITIONS, ADMINISTRATION**

**09 NCAC 06C .0101 FORMS**

States 911 Board's authority to prescribe forms for use by Public Safety Answering Points (PSAPs) and service providers.

**09 NCAC 06C .0102 DEFINITIONS**

Provides definitions of terms used in these rules.

**09 NCAC 06C .0103 ADMINISTRATION**

Describes the scope, purpose, and application of standards established in Section 2 of these rules.

**09 NCAC 06C .0104 FAILURE TO COMPLY WITH RULES**

Describes consequences for failure of a PSAP or CMRS (Commercial Mobile Radio Service) to comply with these rules or with G.S. Chapter 62A.

**09 NCAC 06C .0105 REVIEW 911 FUND EXPENDITURES**

Requires PSAPs to maintain detailed audit and financial records of 911 Funds received and use of such funds in accordance with the Local Government Budget and Fiscal Control Act G.S. 159-7 et seq. Records shall be maintained in accordance with the funding formula adopted by the Board pursuant to G.S. 62A-46(a)(3)(c). CMRS service providers shall maintain detailed books and records related to service charges remitted, and records necessary to support requested reimbursements in for 5 years.

**09 NCAC 06C .0106 WAIVER OF RULES**

Explains conditions under which the 911 Board may issue a waiver of the rules.

**09 NCAC 06C .0107 HEARINGS**

Describes procedures for a PSAP or service provider to follow when requesting a hearing before the 911 Board.

**09 NCAC 06C .0108 DECLARATORY RULINGS**

Explains conditions under which the 911 Board may issue a declaratory ruling.

**SECTION .0200 – PUBLIC SAFETY ANSWERING POINTS (PSAPS)**

**09 NCAC 06C .0201 PSAP ELIGIBILITY**

Outlines eligibility criteria a PSAP must meet in order to receive a disbursement from the 911 Fund.

**09 NCAC 06C .0202 PSAP ELIGIBLE EXPENSES**

Lists PSAP expense types eligible for disbursement from the 911 Fund.

**09 NCAC 06C .0203 TERMINATION AND SUSPENSION OF 911 FUND DISTRIBUTIONS**

Lists criteria under which a PSAP is not eligible to receive a disbursement from the 911 Fund, or may have funds terminated or suspended.

**09 NCAC 06C .0204 PSAP REPORTING**

Outlines reporting requirement for PSAPs that receive 911 Fund disbursements.

**09 NCAC 06C .0206 BACK-UP PSAPS**

Outlines requirement for each primary PSAP to have a backup PSAP.

**09 NCAC 06C .0207 PSAP OPERATIONS AND MANAGEMENT**

Outlines requirements for management and operation of a PSAP, including telecommunicator qualifications and training, minimum staffing, timekeeping, recording 911 calls, and quality assurance.

**09 NCAC 06C .0208 PUBLIC SAFETY ANSWERING POINT (PSAP) FACILITIES**

Describes minimum standards for power sources located within PSAPs.

**09 NCAC 06C .0209 TELEPHONES**

Describes minimum standards for telephones located within PSAPs.

**09 NCAC 06C .0210 DISPATCHING SYSTEMS**

Describes minimum standards for 911 call dispatching systems.

**09 NCAC 06C .0211 COMPUTER AIDED DISPATCHING (CAD) SYSTEMS**

Outlines requirements for computer aided dispatching (CAD) systems and requires PSAPs to use a CAD system.

**09 NCAC 06C .0212 TESTING**

Outlines requirements for regular testing of all electronic systems within a PSAP.

**09 NCAC 06C .0213 RECORDS**

Specifies what types of records PSAPs are required to maintain.

**SECTION .0300 – COMMERCIAL MOBILE RADIO SERVICE (CMRS) PROVIDERS**

**09 NCAC 06C .0301 REGISTRATION OF CMRS SERVICE PROVIDERS**

Outlines requirements for CMRS service providers to register with the 911 Board within 30 days of beginning operations within the State.

**09 NCAC 06C .0302 CMRS SERVICE PROVIDER REIMBURSEMENT PLAN**

Outlines requirement for a CMRS service provider to submit a cost recovery plan to the 911 Board for possible reimbursement from the 911 Fund.

**09 NCAC 06C .0303 COST RECOVERY PLAN REVIEW**

Describes the 911 Board's authority to create a Cost Recovery Plan Committee to review submissions for reimbursement from CMRS service providers.

**09 NCAC 06C .0304 CMRS SERVICE PROVIDER REIMBURSEMENT**

Outlines conditions under which a CMRS service provider may receive reimbursements from the 911 Fund.

**09 NCAC 06C .0305 CMRS SERVICE PROVIDER REPORTING**

Outlines requirements for CMRS service providers to submit periodic reports of their activities to the 911 Board.

**09 NCAC 06C .0306 REMITTANCE OF SERVICE CHARGES**

Describes procedure for service providers to remit service charges (per G.S. 62A-43) to the 911 Board.

**09 NCAC 06C .0307    PREPAID WIRELESS SERVICE**

Describes the relationship between a voice communications service provider of prepaid wireless with the 911 Board.

**SECTION .0400 – GRANT FUND**

**09 NCAC 06C .0401    PSAP GRANTS**

Describes the procedure for applying for a 911 Board grant.

**09 NCAC 06C .0402    PSAP GRANTS FOR CONSTRUCTION**

Lists eligibility requirements for PSAPs to receive grants for construction.

**09 NCAC 06C .0403    GRANT AGREEMENTS**

Outlines the terms for grant agreements.

**09 NCAC 06C .0404    GRANT APPLICATION APPROVAL**

Outlines requirements for grant approval.

**09 NCAC 06C .0405    GRANT FUNDS**

Lists requirements for management and use of grant funds.

**09 NCAC 06C .0406    GRANTEE REPORTS**

Outlines requirements for submission of grantee reports to the 911 Board.

09 NCAC 06C .0101 is proposed for adoption as follows:

**TITLE 09, CHAPTER 06, SUBCHAPTER C**

**911 BOARD**

**SECTION .0100 – FORMS, DEFINITIONS, ADMINISTRATION**

**09 NCAC 06C .0101 FORMS**

The 911 Board shall prescribe forms by or for use by Public Safety Answering Points (PSAPs), Service Providers, and any other parties as may be needed to ensure uniformity in the operation of these Rules and policies adopted by the Board.

History Note: Authority: G.S. 62A-42;

Eff.

09 NCAC 06C .0102 is proposed for adoption as follows:

**09 NCAC 06C .0102 DEFINITIONS**

- (a) "Addressing" means the assigning of a numerical address and street name (the street name may be numerical) to all locations within a local government's geographical service area for the purpose of providing Enhanced 911 service.
- (b) "Appropriate Public Safety Answering Point (PSAP)" means a Primary PSAP or a Board approved Back-up PSAP.
- (c) "Back-up PSAP" means a facility equipped with automatic number identification, automatic location identification displays and all other features common to primary PSAPs. A Backup PSAP receives 911 calls only when they are transferred from the primary PSAP or on an alternate routing basis when calls cannot be completed to the primary PSAP. A Backup PSAP facility is normally unattended, is remote from the Public Safety Answering Point and used to house equipment necessary for the functioning of an emergency communications system.
- (d) "Circuit" means the conductor or radio channel and associated equipment that are used to perform a specific function in connection with an emergency 911 call system.
- (e) "CMRS" is a commercial mobile radio service.
- (f) "CMRS Non-recurring cost (NRC)" means one-time costs incurred by CMRS Service Providers for initial connection to selective routers and the wireless systems service provider (3<sup>rd</sup> party vendor non-recurring) cost.
- (g) "Communications System" means a combination of links or networks that serves a general function such as a system made up of command, tactical, logistical, and administrative networks supporting the operations of an individual PSAP.
- (h) "Comprehensive Emergency Management Plan (CEMP)" means a disaster recovery plan that conforms to guidelines established by the Public Safety Answering Point and is designed to address natural, technological, and man-made disasters.
- (i) "Computer-Aided Dispatch (CAD)" means a combination of hardware and software that provides data entry, makes resource recommendations, and notifies and tracks those resources before, during, and after emergency 911 calls, preserving records of those emergency 911 calls and status changes for later analysis.
- (j) "Computer Aided Dispatch (CAD) Terminal" means an electronic device that combines a keyboard and a display screen to allow exchange of information between a telecommunicator and one or more computers in the system/network.
- (k) "Control Console" means a wall-mounted or desktop panel or cabinet containing controls to operate communications equipment.

- (l) “Coordinated Universal Time” means a coordinated time scale, maintained by the Bureau International des Poids et Mesures (BIPM), which forms the basis of a coordinated dissemination of standard frequencies and time signals.
- (m) “Dispatch Circuit” means a circuit over which a signal is transmitted from the Public Safety Answering Point to an Emergency Response Facility (ERF) or Emergency Response Unit (ERU) to notify the emergency response unit to respond to an emergency.
- (n) “Emergency 911 call Processing/Dispatching” means a process by which an emergency 911 call answered at the Public Safety Answering Point is transmitted to Emergency Response Facilities (ERFs) or to Emergency Response Units (ERUs) in the field.
- (o) “Emergency Response Facility (ERF)” means a structure or a portion of a structure that houses PSAP equipment and personnel for receiving and dispatching 911 calls.
- (p) “Emergency Response Unit (ERU)” means a first responder to include but not limited to a police vehicle, a fire truck, and an ambulance. Personnel who respond to fire, medical, law enforcement, and other emergency situations for the preservation of life and safety.
- (q) “Geographic Information Systems (GIS)” means computer programs linking features commonly seen on maps (such as roads, town boundaries, water bodies) with related information not usually presented on maps, such as type of road surface, population, type of agriculture, type of vegetation, or water quality information.
- (r) “GIS Base Map” means a map comprising streets and centerlines used in a Geographic Information System.
- (s) “Local Exchange Carrier” or “LEC” has the same meaning as provided in Chapter 62 of the N.C. General Statutes.
- (t) “Logging Voice Recorder” means a device that records voice conversations and automatically logs the time and date of such conversations; normally, a multichannel device that keeps a semi-permanent record of operations.
- (u) “Notification” means the time at which an emergency 911 call is received and acknowledged at a PSAP.
- (v) “Operations Room” means the room in the PSAP where emergency 911 calls are received and processed and communications with emergency response personnel are conducted.
- (a) (w) “Phase I Wireless Enhanced 911 Service” means the CMRS Service Provider delivers to the appropriate PSAP the telephone number of the handset originating the 911 call (callback number), and the location of the cell site/sector receiving the 911 call.
- (b) (x) Phase II Wireless Enhanced 911 Service” means the CMRS Service Provider delivers the telephone number of the handset originating the 911 call (callback number) to the appropriate PSAP in addition to the latitude and longitude coordinates representing the handset location.



(y) “Place of Primary Use” has the same meaning as provided in the Mobile Telecommunications Sourcing Act, 4 U.S.C. § 124(8), if applicable; and otherwise sourcing shall be determined pursuant to N.C. General Statutes 105-163 or 105-164.4C.

(z) “Public Safety Agency” means an organization that provides law enforcement, emergency medical, fire, rescue, communications, or related support services.

(aa) “Public Safety Answering Point (PSAP)” means the public safety agency that receives incoming 911 calls.

(bb) “PSAP Nonrecurring Costs” means non-repetitive charges incurred by a Primary PSAP to pay for equipment or services which do not occur on a fixed schedule. Examples include computer equipment that has become functionally outdated, software upgrades, or repair costs that are not covered by any maintenance agreement.

(cc) “PSAP Recurring Costs” means repetitive charges incurred by a primary PSAP, including, but not limited to, database management, lease of access lines, lease of equipment, network access fees, and applicable maintenance costs.

(dd) “Security Vestibule” means a compartment provided with two or more doors where the intended purpose is to prevent continuous and unobstructed passage by allowing the release of only one door at a time.

(ee) “Standard Operating Procedures (SOPs)” means written organizational directives that establish or prescribe specific operational or administrative methods that are to be followed routinely for the performance of designated operations or actions.

(ff) “Selective Routing” or “Tandem Routing” means routing a 911 call to the appropriate PSAP based upon the caller’s location.

(gg) “Stored Emergency Power Supply System (SEPSS)” means a system consisting of a UPS, or a motor generator, powered by a stored electrical energy source, together with a transfer switch designed to monitor preferred and alternate load power source and provide desired switching of the load, and all necessary control equipment to make the system functional.

(hh) “Sworn Invoice” means an invoice prepared by a CMRS Service Provider’s vendor that describes the goods or services and identifies the costs that the CMRS Service Provider submits for cost recovery pursuant to an approved cost recovery plan, and that is accompanied by an affidavit that substantially complies with a form provided by the Board.

(ii) “911 Line/Trunk” means a telephone line/trunk which is dedicated to providing a caller with access to the appropriate PSAP by dialing the digits 911.

(jj) “Service Provider” means an entity that provides voice communications service, including resellers of such service.

(kk) “TDD/TTY” means a device that is used in conjunction with a telephone to communicate with persons who are deaf, who are hard of hearing, or who have speech impairments, by typing and reading text.

(ll) “Telecommunicator” means any person engaged in or employed as a full time or part time 911 communications center call-taker (emergency communications specialist, emergency dispatcher, etc).

(mm) “Uninterruptible Power Supply (UPS)” means a system designed to provide power, without delay or transients, during any period when the primary power source is incapable of performing.

(nn) “Voice Communication Channel” means a single path for communication by spoken word that is distinct from other parallel paths.

History Note: Authority G.S. 62A-42; 47 C.F.R. 20.18;

Eff.

09 NCAC 06C .0103 is proposed for adoption as follows:

**09 NCAC 06C .0103 ADMINISTRATION**

(a) Scope.

- (1) Standards established in Section 2 shall cover the installation, performance, operation, and maintenance of PSAPs and the associated emergency communication systems.
- (2) Standards established in Section 2 shall not be used as a design specification manual or an instruction manual.

(b) Purpose. The purpose of the Standards established in Section 2 shall be as follows:

- (1) To specify operations, facilities, and communications systems that receive emergency 911 calls from the public.
- (2) To provide requirements for the retransmission of such emergency 911 calls to the appropriate emergency response agencies.
- (3) To provide requirements for dispatching of appropriate emergency response personnel.
- (4) To establish the required levels of performance and quality of installations of emergency services communications systems.

(c) Application. The Standards established in Section 2 shall apply to emergency 911 systems that include, but are not limited to, dispatching systems, telephone systems, and public reporting systems that provide the following functions:

- (1) Communication between the public and emergency response agencies.
- (2) Communication within the emergency response agency under emergency and non-emergency conditions.
- (3) Communication among emergency response agencies.

(d) Equivalency. Nothing in the Standards established in Section 2 is intended to prevent the use of systems, methods, or devices of equivalent or superior quality, strength, fire resistance, effectiveness, durability, and safety over those prescribed by these standards.

Technical documentation shall be submitted to the local government to demonstrate equivalency.

The system, method, or device shall be approved for the intended purpose by the local government.

History Note: Authority G.S. 62A-40

Eff.

09 NCAC 06C.0104 is proposed for adoption as follows:

**09 NCAC 06C .0104      FAILURE TO COMPLY WITH RULES**

(a) If the Board determines that a Service Provider does not appear to have complied with N.C. General Statutes Chap. 62A, these rules or the requirements of FCC Report and Order 94-102 (“Report and Order”), a certified, return receipt letter shall be mailed to the company representative known to the Board. The letter shall request justification or an explanation from the Service Provider for the apparent non-compliance. The Service Provider shall have fifteen calendar days to respond to the letter.

(b) Board staff shall initially assess the Service Provider’s response and report to the Board. The Board shall review the staff’s report. If it appears to the Board that the Service Provider has failed to comply with applicable law, these rules or the FCC Order, the Board shall notify the Service Provider to that effect and to the consequences arising from such failure, and shall provide an opportunity for the Service Provider to appear before the Board.

(c) If after notice to the Service Provider, and appearance before the Board or Service Provider’s failure to appear, the Board determines that the Service Provider has offered no reasonable solution, the Board may, at its discretion file a complaint with the FCC, the N.C. Utilities Commission or other regulatory body exercising jurisdiction over the Service Provider. A reasonable solution shall be defined as one that will comply with applicable law, these rules or the FCC Order within thirty days or upon such other conditions as the Board may find reasonable.

(d) If the non-compliant Service Provider is a CMRS Service Provider, all reimbursement payments due shall be suspended until compliance with applicable law, these rules or the FCC Order has been completed.

(e) If after notice and hearing, the Board determines that the affected PSAP is at fault, rules and procedures regarding PSAP compliance shall be followed.

(f) If through the review process the Board determines that a PSAP or CMRS Service Provider is not adhering to an approved plan or is not using funds in the manner prescribed in these rules or G.S. 62A, the Board may, after notice and hearing, suspend distributions or reimbursements until satisfactory evidence of compliance is provided to the Board. A CMRS Service Provider is not eligible to receive or expend 911 Fund monies until such time as the Board determines that the Service Provider is in compliance with an approved plan and 911 Fund usage limitations.

History Note:      Authority G.S .62A-42, 62A-48;

Eff.

09 NCAC 06C .0105 is proposed for adoption as follows:

**9 NCAC 6C .0105      Review 911 Fund Expenditures**

(a) PSAPs shall maintain detailed books and records related to 911 Funds received and use of such funds in accordance with the Local Government Budget and Fiscal Control Act and other applicable law and generally accepted accounting principles. PSAPs shall maintain these books and records for a minimum of five (5) years. All books and records shall be available for review by the Board, its representatives, and/or audit by other governmental entities with such authority upon reasonable notice and during normal business hours. PSAPs shall cooperate fully with any such review or audit. If any review or audit indicates overpayment to a PSAP, the Board shall adjust future or final payments otherwise due. If no payments are due and owed to a PSAP, or if the overpayment exceeds the amount otherwise due during that fiscal year, the PSAP shall immediately refund all amounts that may be due to the 911 Fund.

(b) PSAPs shall provide copies of any audit reports to the Board if such audit reports include receipts or expenditures for 911 systems.

(c) CMRS Service Providers shall maintain detailed books and records related to service charges remitted, and records necessary to support requested reimbursements in accordance with applicable law and generally accepted accounting principles. CMRS Service Providers shall maintain these books and records for a minimum of 5 years. All books and records shall be available for review or audit by the Board, its representatives, and other governmental entities with such authority upon reasonable notice and during normal business hours. CMRS Service Providers shall cooperate fully with any such review or audit. If any audit or review indicates overpayment to a CMRS Service Provider, or subcontractor, the Board shall adjust future or final payments otherwise due. If no payments are due and owed to a CMRS Service Provider, or if the overpayment exceeds the amount otherwise due during that fiscal year, the CMRS Service Provider shall immediately refund all amounts that may be due to the 911 Fund.

Authority: G.S. 62A-46(d)-42, 62A-48, 62A-50

Eff.

09 NCAC 06C .0106 is proposed for adoption as follows:

**9 NCAC 6C .0106 WAIVER OF RULES**

Upon consideration of a written request and after publishing notice of any waiver request, the Board may waive any rule in this Chapter. The factors which the Board shall use in determining whether to grant a waiver are:

- (a) Whether the requested waiver is consistent with Article 3 of Chapter 62A or other North Carolina Statutes;
- (b) Whether any applicable Rule should be modified;
- (c) Costs to the 911 Fund if the waiver is granted;
- (d) Costs to the party requesting a waiver if the waiver is not granted;
- (e) Whether granting the waiver is consistent with the statewide 911 plan;
- (f) The benefit to the public;
- (g) Whether granting the waiver is consistent with the requirements and intent of the FCC Order;
- (h) Prior, concurrent, or similar waiver requests; and
- (i) Whether the waiver is supported or opposed by PSAPs or Service Providers.

History Note: Authority G.S. 62A-42, 150B-19(6);

Eff.

09 NCAC 06C .0107 is proposed for adoption as follows:

**9 NCAC 6C .0107      HEARINGS**

(a) A PSAP or Service Provider aggrieved in connection with any action by the Board may request a hearing before the Board.

(b) Requests for hearings shall be made in writing to the Executive Director and Chair of the Board and shall be filed within 30 calendar days after the aggrieved party knows or should have known of the facts giving rise to the request. A request for hearing is considered filed when physically received by the Executive Director or Chair. Requests filed after the 30 calendar day period shall not be considered. To expedite handling of requests, the envelope should be labeled “911 Funds Request for Hearing.” The written request shall include as a minimum the following:

- (1) The name and address of the party;
- (2) The action of the Board;
- (3) A statement of reasons for the hearing; and
- (4) Supporting exhibits, evidence, or documents necessary to substantiate the party’s complaint.
- (5) Requests for hearing shall be sent to:

Executive Director, 911 Board or the Board Chair  
c/o NC Office of Information Technology Services

P.O. Box 17209

Raleigh, NC 27609

(c) Any additional information requested by the Board shall be submitted within the time periods established in order to expedite consideration of the request. Failure of the requesting party to comply expeditiously with a request for information by the Board may result in resolution of the request without consideration of that information.

(d) A decision on a request shall be made by the Board as expeditiously as possible after receiving all relevant requested information.

History Note: Authority G.S. 62A-42;

Eff.

09 NCAC 06C .0108 is proposed for adoption as follows:

**09 NCAC 6C .0108      Declaratory Rulings**

(a) Any request for a determination regarding the application of a relevant rule, statute or rule established by the 911 Board to a specific factual situation must be directed to the Board Chair or Executive Director at the address in Rule .0102 of this Section. The request for a ruling will follow Rules .0108 through .0112 of this Section. A declaratory ruling proceeding may include written submissions, an oral hearing, or other procedure determined by the Board as may be appropriate in the circumstances of the particular request.

(b) Declaratory rulings pursuant to G.S. 150B-4 shall be issued by the Board only on the validity or applicability of a relevant statute, rule or order of the Board to stipulated facts. A declaratory ruling shall not be issued on a matter requiring an evidentiary proceeding.

(c) As used in Rules .0108 through .0112, "standard" shall refer to and include such standards, policies and procedures adopted by the Board pursuant to authority found in Article 3 of Chapter 62A of the N.C. General Statutes.

(d) A person aggrieved must possess such an interest in the question to be ruled on that the petitioner's need to have such a ruling in order to comply with statutory requirements, these rules, or standards shall be apparent from the petition and shall be explained therein.

Authority:      G.S. 62A-42, G.S. 150B-4

Eff.



09 NCAC 06C .0201 is proposed for adoption as follows:

**SECTION .0200 – PUBLIC SAFETY ANSWERING POINTS (PSAPS)**

**09 NCAC 06C .0201 PSAP ELIGIBILITY**

Before receiving distributions from the 911 Fund, a primary PSAP must meet the following criteria and certify to the same:

- (a) The PSAP is separately identified in its governing agency’s budget and in any audit conducted under the Local Government Budget and Fiscal Control Act.
- (b) The PSAP meets the definition of primary PSAP under G.S. 62A-40(16). Callers must be able to reach the PSAP by placing a call using only the digits 911. The PSAP must operate an enhanced 911 system.
- (c) The PSAP equipment vendor or a Service Provider operating in the PSAP’s jurisdiction must also certify that the PSAP is capable of receiving and dispatching Phase I wireless enhanced 911 service. If neither an equipment vendor nor a Service Provider is available, a city or county may use certification from a technology specialist satisfactory to the Board to meet this requirement.
- (d) Provide copies of all documentation evidencing agreements with other PSAPs governing the manner in which 911 Funds are used in overlapping geographic service areas, as identified by zip code or other identifier such as telephone exchange or township.

History Note: Authority G.S. 62A-46;

Eff.

09 NCAC 06C .0202 is proposed for adoption as follows:

**09 NCAC 06C .0202 PSAP ELIGIBLE EXPENSES**

(a) Expenses that are solely incurred to enable a PSAP to receive and utilize the voice and data elements necessary for wireline 911 and wireless Phase I or Phase II compliance may be fully paid from a PSAP's 911 Fund distributions. Eligible lease, purchase, and maintenance expenses for emergency telephone equipment include 911 telephone equipment/system costs. Eligible costs for necessary computer hardware include Computer Aided Dispatch (CAD) workstation computers, servers, and ancillary equipment; GIS workstation computers, servers, and ancillary equipment; and voice logging recorder computers. Eligible costs for necessary computer software include software used in conjunction with the computer hardware to provide callers with access to the PSAP by dialing 911. Database provisioning includes creation of the automatic location identification (ALI) database and the GIS base map database. GIS base map eligible expenses include mapped street centerlines, together with costs for creation and maintenance of the base map. Nonrecurring costs of establishing a wireless Enhanced 911 system include emergency generator or uninterruptible power supplies, and telecommunicator furniture necessary for 911 system operation. Rates associated with local telephone companies' charges related to the operation of the 911 system include monthly charges for delivery of 911 calls, automatic number identification (ANI)/ALI, and monthly charges for telephone interpreter services.

(b) The 911 Board may create and periodically revise a list of eligible expenditures.

(c) Ineligible costs include:

- (1) Basic termination charges incurred due to the disconnection of telephone equipment to be replaced with 911 equipment;
- (2) Capital outlay expenditures, such as buildings, remodeling, communication towers and equipment not directly related to providing the user of a voice communications service connection access to a PSAP by dialing the digits 911;
- (3) Mobile or base station radios, pagers, or other devices used for response to, rather than receipt of, 911 calls, including mobile data terminals (MDT) and automatic vehicle location (AVL) systems used in response vehicles;
- (4) Seven-digit transfer-to-lines;
- (5) Private line circuit costs;
- (6) Directory listings; and
- (7) Maintenance costs for radio equipment and/or other miscellaneous equipment that is not necessary to provide the user of a voice communications service connection access to a PSAP by dialing the digits 911.

*NC 911 Board*  
*09 NCAC 06C*

*History Note: Authority G.S. 62A-46;*

*Eff.*

09 NCAC 06C .0203 is proposed for adoption as follows:

**09 NCAC 06C .0203    TERMINATION AND SUSPENSION OF 911 FUND DISTRIBUTIONS**

(a) A primary PSAP operated by or for a local government that is not identified or included in its governing agency's budget or in any audit conducted pursuant to the Local Government Budget and Fiscal Control Act shall not be eligible for distributions from the 911 Fund.

(b) 911 Fund distributions that lapse due to termination of a primary PSAP shall be re-allocated by the Board.

(c) 911 Fund distributions that are suspended shall be maintained by the Board until such time as the PSAP entitled to such distributions complies with the requirements of applicable statutes, these rules, and the Board's standards, policies and procedures.

(d) Primary PSAPs that cease independent operation due to consolidation with other such PSAPs, or that are consolidated with newly formed PSAPs, shall give notice to the Board. Distributions for such PSAPs shall be allocated to the consolidated PSAP upon the Board's approval of such distributions.

History Note: Authority G.S. 62A-46, 62A-48;

Eff.

09 NCAC 06C .0204 is proposed for adoption as follows:

**09 NCAC 06C .0204 PSAP REPORTING**

- (a) Any PSAP receiving or requesting 911 Fund distributions must submit a copy of its governing agency's approved budget to the Board detailing the revenues and expenditures associated with the operation of its 911 system by December 1 of each year or as requested by the Board.
- (b) If a PSAP fails to report its revenues and expenditures by January 30<sup>th</sup> of each year or as requested by the Board, the Board will give notice to the PSAP's governing agency by certified mail. The notice shall also inform the governing agency that failure to provide the requested information within fifteen days will be cause for suspension of monthly PSAP fund distributions until the information is received. The notice will further inform the governing agency that continuing failure to provide the information will result in a report to the North Carolina Local Government Commission of the PSAP's failure.
- (c) If after sixty (60) days from January 30<sup>th</sup> of each year or the date requested by the Board under (a) above the financial information is still not received, the Board will inform the North Carolina Local Government Commission in writing of the PSAP's failure to respond to the requested information. A copy of the notice to the North Carolina Local Government Commission will also be sent to the PSAP manager and the governing agency.
- (d) Each PSAP shall submit an annual report to the Board on or before December 1 of each calendar year, or as requested by the Board, detailing all revenues and expenditures associated with 911 systems during the immediately preceding fiscal year. The report shall be on a form provided by the Board and shall include information including installation schedules, installation expenses, anticipated 911 system changes, other system related costs and other information deemed necessary by the Board or by the PSAP.
- (e) Each county or municipality shall submit a list of PSAPs operating within its jurisdiction each year; or, if none are known, a statement to that effect.

History Note: Authority; G.S. 62A-4 and 62A-46;

Eff.

09 NCAC 06C .0206 is proposed for adoption as follows:

**09 NCAC 06C .0206 BACK-UP PSAPs**

(a) An alternate method for receiving and processing 911 calls is necessary when a Primary PSAP becomes inoperable due to a catastrophic failure.

(b) The Board will disburse 911 Funds for back-up PSAPs to the extent eligible expenses are incurred for such PSAPs, and provided:

- (1) A written determination for the need of a back-up PSAP is provided to the 911 Board;
- (2) A plan supporting the written determination is submitted to the 911 Board, including detailed start-up costs and projected recurring expenses, and the Board approves the plan submitted;
- (3) The plan includes any local agreements which may exist, or which are anticipated, which provide for the back-up PSAP;
- (4) Regular annual reports regarding the back-up PSAP are made to the 911 Board; and
- (5) Any back-up PSAP plan revisions have been provided to the 911 Board staff.

Note: Alternate methods for receiving and processing 911 calls may include interlocal agreements among one or more PSAPs for sharing physical resources, entail use of portable equipment which could be temporarily implemented wherever appropriate network connectivity is accessible, construction and maintenance of a back-up PSAP facility that would only be utilized when the Primary PSAP is inoperable, or other alternative solution.

History Note: Authority G.S. 62A-42;

Eff.

09 NCAC 06C .0207 is proposed for adoption as follows:

**09 NCAC 06C .0207 PSAP OPERATIONS AND MANAGEMENT**

**(a) Personnel**

- (1) All systems shall be under the control of a responsible employee or employees of the PSAP served by the systems.
- (2) The PSAP Emergency services dispatching entities shall have trained and qualified technical assistance available for trouble analysis and repair by in-house personnel or by authorized outside contract maintenance services.
- (3) Where maintenance is provided by an organization or person other than an employee of the PSAP complete written records of all installation, maintenance, test, and extension of the system shall be forwarded to the responsible employee of the PSAP.
- (4) Maintenance performed by an organization or person other than an employee of the PSAP shall be by written contract that contains a guarantee of performance.
- (5) The PSAP shall have a written local management approved access control plan.
- (6) Maintenance personnel other than an employee of the PSAP shall be approved by the PSAP pursuant to the approved access control plan as offering no threat to the security of the facility or the employees and equipment within it.
- (7) All equipment shall be accessible to the PSAP for the purpose of maintenance.
- (8) At least one supervisor or lead with Telecommunicator certification shall be available to respond immediately at all times 24 hours per day, 7 days per week, 52 weeks per year.

**(b) Telecommunicator Qualifications and Training.**

- (1) Telecommunicators and Supervisors shall be certified in the knowledge, skills, and abilities related to their job function.
- (2) Telecommunicators and Supervisors shall have knowledge of the function of all communications equipment and systems in the PSAP.
- (3) Telecommunicators and Supervisors shall know the rules and regulations that relate to equipment use, including those of the Federal Communications Commission that pertain to emergency service radio use.
- (4) Telecommunicators and Supervisors shall be capable of operating and testing the communications equipment they are assigned to operate.
- (5) Telecommunicators and Supervisors shall receive training to maintain the skill level appropriate to their positions.
- (6) Telecommunicators and Supervisors shall be trained in TDD/TTY procedures, with training provided at a minimum of once per year as part of the Annual Training.

**(c) Staffing.**

- (1) There shall be sufficient Telecommunicators available to effect the prompt receipt and processing of emergency 911 calls needed to meet the requirements as specified herein.
- (2) After January 1, 2013 a minimum of two (2) Telecommunicators must be available at all times 24 hours per day, 7 days per week, 52 weeks per year to immediately receive and process emergency 911 calls.
- (3) Where communications systems, computer systems, staff, or facilities are used for both emergency and non-emergency functions, the non-emergency use shall not degrade or delay emergency use of those resources.
  - (A) A PSAP shall handle emergency 911 calls for service and dispatching in preference to nonemergency activities.
  - (B) The PSAP and emergency response agencies shall develop written standard operating procedures that identify when a dedicated Telecommunicator is required to be assigned to an emergency incident.
- (4) Telecommunicators shall not be assigned any duties prohibiting them from immediately receiving and processing emergency 911 calls for service in accordance with the time frame specified in the Operating Procedures.

(d) Operating Procedures.

- (1) Ninety (90) percent of emergency 911 calls received on emergency lines shall be answered within ten (10) seconds, and ninety-five (95) percent of emergency 911 calls received on emergency lines shall be answered within twenty (20) seconds. Compliance with (d).1 shall be evaluated monthly using data from the previous month.
- (2) The PSAP is required to provide pre-arrival medical protocols as set forth by the North Carolina Office of Emergency Services, Health and Human Services in the initial call reception or by the responsible EMS provider on behalf of the primary answering point.
- (3) For law enforcement purposes, the PSAP shall determine time frames allowed for completion of dispatch.
- (4) When emergency 911 calls need to be transferred to another PSAP, the Telecommunicator will transfer the call without delay. The Telecommunicator will advise the caller: "Please do not hang up; I am connecting you with (name of the agency)." The Telecommunicator should stay on the line until the connection is complete and verified.
- (5) The PSAP shall transfer calls for services as follows:
  - (A) The call for service shall be transferred directly to the Telecommunicator.
  - (B) The transferring agency shall remain on the line until it is certain that the transfer is effected.
  - (C) The transfer procedure shall be used on emergency 911 calls.
- (6) All calls for service, including requests for additional resources, shall be transmitted to the identified Emergency Response Units over the required dispatch systems.



- (7) An indication of the status of all Emergency Response Units shall be available to Telecommunicators at all times.
- (8) Records of the dispatch of Emergency Response Units to call for services shall be maintained and shall identify the following:
  - (A) Unit designation for each Emergency Response Unit (ERU) dispatched
  - (B) Time of dispatch acknowledgment by each ERU responding
  - (C) Enroute time of each ERU
  - (D) Time of arrival of each ERU at the scene
  - (E) Time of patient contact, if applicable
  - (F) Time each ERU is returned to service
- (9) All emergency response agencies shall use common terminology and integrated incident communications.
- (10) When the device monitoring the system for integrity indicates that trouble has occurred, the Telecommunicator shall act as follows:
  - (A) Take appropriate steps to repair the fault.
  - (B) Isolate the fault and notify the official responsible for maintenance if repair is not possible.
- (11) Standard operating procedures shall include but not be limited to the following:
  - (A) All standardized procedures that the Telecommunicator is expected to perform without direct supervision.
  - (B) Implementation plan that meets the requirements of a formal plan to maintain and operate the backup PSAP.
  - (C) Procedures related to the CEMP.
  - (D) Emergency response personnel emergencies.
  - (E) Activation of an emergency distress function.
  - (F) Assignment of incident radio communications plan.
  - (G) Time limit for acknowledgment by units that have been dispatched.
- (12) Every PSAP shall have a comprehensive regional emergency communications plan as part of the CEMP.
  - (A) The emergency communications plan shall provide for real-time communications between organizations responding to the same emergency incident.
  - (B) This emergency communications plan shall be exercised at least once a year.
  - (C) In the event that an ERU has not acknowledged its dispatch/response within the time limits established by the PSAP, the Telecommunicator shall perform one or more of the following:
    - (i) Attempt to contact the ERU(s) by radio
    - (ii) Re-dispatch the ERU (s) using the primary dispatch system
    - (iii) Dispatch the ERU(s) using the secondary dispatch system

(iv) Initiate two-way communication with the ERU's supervisor

(13) The PSAP shall develop and implement standard operating procedures for responding to and processing TDD /TTY calls.

(14) Calls received as an open-line or "silent call" shall be queried as a TDD/TTY call if no acknowledgment is received by voice.

(e) Time.

(1) The clock for the main recordkeeping device in the PSAP shall be synchronized to Coordinated Universal Time.

(2) All timekeeping devices in the PSAP shall be maintained within  $\pm 5$  seconds of the main recordkeeping device clock.

(f) Recording.

(1) PSAPs shall have a logging voice recorder with one channel for each of the following:

(A) Each transmitted or received emergency radio channel or talk group.

(B) Each voice dispatch call for service circuit.

(C) Each Telecommunicator telephone that receives emergency 911 calls for service.

(2) Each Telecommunicator position shall have the ability to instantly recall telephone and radio recordings from that position.

(3) Emergency 911 calls that are transmitted over the required dispatch circuit(s) shall be automatically recorded, including the dates and times of transmission.

(g) Quality Assurance/Improvement.

(1) PSAPs shall establish a quality assurance/improvement program to ensure the consistency and effectiveness of emergency 911 call processing.

(2) Statistical analysis of emergency 911 call and dispatch performance measurements shall be completed monthly and compiled over a one (1) year period.

History Note: Authority G.S. 62A-42(a)(4)

Eff.

09 NCAC 06C .0208 is proposed for adoption as follows:

**09 NCAC 06C .0208 PUBLIC SAFETY ANSWERING POINT (PSAP) FACILITIES**

**(a) General.**

- (1) Any Primary PSAP, Backup PSAP, and Secondary PSAP that receives 911 Funds from the NC 911 Board shall comply with all NC 911 Board Rules.
- (2) All equipment, software, and services used in the daily operation of the PSAP shall be kept in working order at all times.
- (3) The PSAP shall be provided with an alternate means of communication that is compatible with the alternate means of communication provided at the Emergency Response Facilities (ERFs).
  - (A) The alternate means of communication shall be readily available to the telecommunicator in the event of failure of the primary communications system.
  - (B) Telecommunicators shall be trained and capable of using the alternate means of communication in the event of failure of the primary communications system.
- (4) Each PSAP shall maintain a Backup PSAP or have an arrangement for backup provided by another PSAP. Agencies may also pool resources and create regional backup centers.
  - (A) The Backup PSAP shall be capable, when staffed, of performing the emergency functions performed at the primary PSAP.
  - (B) The Backup PSAP shall be separated geographically from the primary PSAP at a distance that ensures the survivability of the alternate center.
  - (C) Each PSAP shall develop a formal written plan to maintain and operate the Backup PSAP or if backup is provided by another PSAP a formal written plan that defines the duties and responsibilities of the alternate PSAP.
    - (i) The plan shall include the ability to reroute incoming emergency 911 call traffic to the backup center and to process and dispatch emergency 911 calls at that center.
    - (ii) The plan shall be included in the Comprehensive Emergency Management Plan (CEMP).
- (5) The PSAP shall be capable of continuous operation long enough to enable the transfer of operations to the Backup PSAP in the event of an emergency in the PSAP or in the building that houses the PSAP.
- (6) Systems that are essential to the operation of the PSAP shall be designed to accommodate peak workloads.

- (7) PSAPs shall be designed to accommodate the staffing level necessary to operate the center as required by the Rules set herein.
- (8) The design of the PSAP shall be based on the number of personnel needed to handle peak workloads as required by the Rules set herein.
- (9) Each PSAP shall have a written Comprehensive Emergency Management Plan (CEMP).
- (10) Emergency Fire Plan. There shall be a local management approved, written, dated, and annually tested emergency fire plan that is part of the CEMP.
- (11) Damage Control Plan. There shall be a local management approved, written, dated, and annually tested damage control plan that is part of the CEMP.
- (12) Backup Plan. There shall be a local management approved, written, dated, and annually tested backup PSAP plan that is part of the CEMP and approved by the NC 911 Board.
- (13) Penetrations into the PSAP shall be limited to those necessary for the operation of the center.

(b) Power.

- (1) At least two independent and reliable power sources shall be provided, one primary and one secondary; each of which shall be of adequate capacity for operation of the PSAP.
- (2) Power sources shall be monitored for integrity, with annunciation provided in the operations room.
- (3) Primary Power Source. One of the following shall supply primary power:
  - (A) A feed from a commercial utility distribution system;
  - (B) An engine-driven generator installation or equivalent designed for continuous operation, where a person specifically trained in its operation is on duty at all times;  
or
  - (C) An engine-driven generator installation or equivalent arranged for cogeneration with commercial light and power, where a person specifically trained in its operation is on duty or available at all times.
- (4) Secondary Power Source.
  - (A) The secondary power source shall consist of one or more standby engine-driven generators.
  - (B) Upon failure of primary power, transfer to the standby source shall be automatic.
- (5) A Stored Emergency Power Supply System (SEPSS) shall be provided for telecommunications equipment, two-way radio systems, computer systems, and other electronic equipment determined to be essential to the operation of the PSAP.

- (A) The SEPSS shall be of a class that is able to maintain essential operations long enough to implement the formal Comprehensive Emergency Management Plan.
  - (B) The instrumentation required to monitor power shall be remotely annunciated in the operations room.
- (6) Power circuits shall include their associated motors, generators, rectifiers, transformers, fuses, and controlling devices.
- (7) The power circuit disconnecting means shall be installed so that it is accessible only to authorized personnel.
- (8) Surge Arresters otherwise known as Transient Voltage Surge Suppression (TVSS) shall be provided for protection of telecommunications equipment, two-way radio systems, computers, and other electronic equipment determined to be essential to the operation of the PSAP.
- (9) Isolated Grounding System. Telecommunications equipment, two-way radio systems, computers, and other electronic equipment determined to be essential to the operation of the PSAP shall be connected to an isolated grounding system.
- (10) Engine-driven generators shall be sized to supply power for the operation of all functions of the PSAP.
  - (A) When installed indoors, engine-driven generators shall be located in a ventilated and secured area that is separated from the PSAP by fire barriers having a fire resistance rating of at least 2 hours.
  - (B) When installed outdoors, engine-driven generators shall be located in a secure enclosure.
  - (C) The area that houses an engine-driven generator shall not be used for storage other than spare parts or equipment related to the generator system.
  - (D) Fuel to operate the engine-driven generator for a minimum of 24 hours at full load shall be available on site.
  - (E) Equipment essential to the operation of the generator shall be supplied with standby power from the generator.
  - (F) Generators shall not use the public water supply for engine cooling.
- (11) Uninterruptible Power Supply (UPS) and Battery Systems. A UPS and battery system shall be installed in accordance with local, State, and the Federal safety regulations and be sufficient to prevent power surges from damaging equipment in the PSAP as well as provide power for all essential 911 Emergency Center operations until the backup power source can be fully activated.

- (A) Each UPS shall be provided with a bypass switch that maintains the power connection during switch over and that is capable of isolating all UPS components while allowing power to flow from the source to the load.
- (B) The following UPS conditions shall be annunciated in the operations room:
  - (i) Source power failure, overvoltage, and under-voltage;
  - (ii) High and low battery voltage; and
  - (iii) UPS in bypass mode.
- (C) The UPS and Battery Systems shall be capable of providing power for the PSAP when the Primary Power Source is not functioning but the duration of the outage is not sufficient to activate the Secondary Power Source.

History Note: Authority G.S. 62A-46;

Eff.

09 NCAC 06C .0209 is proposed for adoption as follows:

**09 NCAC 06C .0209    TELEPHONES**

(a) Telephone Receiving Equipment. The provisions of this Rule shall apply to facilities and equipment that receive emergency 911 calls transmitted by means of any voice communications service.

(b) Equipment and Operations.

(1) Telephone lines and telephone devices shall be provided as follows:

(A) A minimum of two 911 emergency telephone lines and 911 emergency telephone devices shall be assigned exclusively for receipt of emergency 911 calls. These lines shall appear on at least two telephone devices within the PSAP.

(B) Additional 911 emergency telephone lines and 911 emergency telephone devices shall be provided as required for the volume of calls handled.

(C) Additional telephone lines shall be provided for the normal business (non-emergency) use as needed.

(D) At least one outgoing-only line and telephone device shall be provided.

(2) 911 emergency lines and 911 emergency telephone devices will be answered prior to non-emergency telephone lines and non-emergency telephone devices.

(3) When all 911 emergency telephone lines and 911 emergency telephone devices are in use, emergency 911 calls shall hunt to other predetermined telephone lines and telephone devices that are approved by the PSAP.

(4) Calls to the business number shall not hunt to the designated emergency lines.

(5) When a PSAP receives an emergency 911 call for a location or an agency that is not in its jurisdiction, the PSAP shall transfer the call directly to the responsible PSAP. When possible the call data will be transferred with the emergency 911 call. If the call transfer method is not possible, call information shall be relayed by the telecommunicator.

(A) The telecommunicator shall remain on the line until it is certain that the transfer has been made and the originating telecommunicator verifies the transfer has been successfully completed by hearing both parties speaking to each other.

(6) All 911 emergency 911 calls shall be recorded.

(c) Circuits/Trunks.

(1) At least two 911 call delivery paths with diverse routes arranged so that no single incident interrupts both routes shall be provided to each PSAP.

(2) Where multiple PSAPs that serve a jurisdiction are not located in a common facility, at least two circuits with diverse routes, arranged so that no singular incident interrupts both routes, shall be provided between PSAPs.

(3) The PSAP shall have sufficient 911 emergency trunk capacity to receive 99.9% of all calls during the busiest hour of the average week of the busiest month of the year.

(d) 911 Emergency Number Alternative Routing.

(1) PSAPs shall maintain a written plan as part of the Comprehensive Emergency Management Plan (CEMP) for rerouting incoming calls on 911 emergency lines when the center is unable to accept such calls.

(2) The PSAP shall practice this plan at least once annually.

(3) Where overflow calls to 911 emergency telephone lines and emergency telephone devices are routed to alternative telephone lines and alternative telephone devices within the PSAP, the alternative telephone lines and alternative telephone devices shall be monitored for integrity and recorded as required by these Rules, and by the Board's standards, policies and procedures.

History Note: Authority G.S. 62A-42;  
Eff. July 1, 2012



09 NCAC 06C .0210 is proposed for adoption as follows:

**09 NCAC 06C .0210 DISPATCHING SYSTEMS**

**(a) Fundamental Requirements of Emergency 911 call Dispatching Systems.**

- (1) An emergency 911 call dispatching system shall be designed, installed, operated, and maintained to provide for the receipt and retransmission of calls.
- (2) Telecommunicators who receive emergency 911 calls shall have redundant means within the PSAP premises to dispatch calls.
- (3) The failure of any component of one dispatching means shall not affect the operation of the alternative dispatching means and vice versa.

**(b) Primary dispatch paths and devices upon which transmission and receipt of emergency 911 calls depend shall be monitored constantly for integrity to provide prompt warning of trouble that impacts operation.**

- (1) Trouble signals shall actuate an audible device and a visual signal located at a constantly attended location.
- (2) The audible alert trouble signals from the fault and failure monitoring mechanism shall be distinct from the audible alert emergency alarm signals.
- (3) The audible trouble signal shall be permitted to be common to several monitored circuits and devices.
- (4) A switch for silencing the audible trouble signal shall be permitted if the visual signal continues to operate until the silencing switch is restored to the designated normal position.
- (5) Where dispatch systems use computer diagnostic software, monitoring of the primary dispatch circuit components shall be routed to a dedicated terminal(s) that meets the following requirements:
  - (A) It shall be located within the communications center; and
  - (B) It shall not be used for routine dispatch activities.

**(c) The radio communications system shall be monitored in the following ways:**

- (1) Monitoring for integrity shall detect faults and failures in the radio communications system; and
- (2) Detected faults and failures in the radio communications system shall cause audible or visual indications to be provided within the PSAP.

*History Note: Authority G.S. 62A-42;*

*Eff.*

09 NCAC 06C .0211 is proposed for adoption as follows:

**09 NCAC 06C .0211 COMPUTER AIDED DISPATCHING (CAD) SYSTEMS**

**(a) General.**

- (1) PSAPs shall use Computer-aided dispatching (CAD) systems. These systems shall conform to the Rules in this Section.
- (2) The CAD system shall contain all hardware and software components necessary for interface with the 911 system.

**(b) Secondary Method.**

- (1) A secondary method shall be provided and shall be available for use in the event of a failure of the CAD system.

**(c) Security.**

- (1) CAD systems shall utilize different levels of security to restrict unauthorized access to sensitive and critical information, programs, and operating system functions.
- (2) The PSAP shall have the ability to control user and supervisor access to the various security levels.
- (3) Physical access to the CAD system hardware shall be limited to authorized personnel as determined by the PSAP.
- (4) Operation of the CAD system software shall be limited to authorized personnel by log-on/password control, workstation limitations, or other means as required by the PSAP.
- (5) The PSAP shall provide network isolation necessary to preserve bandwidth for the efficient operation of the CAD system and processing of emergency 911 calls.
  - (A) The CAD system shall provide measures to prevent denial-of-service attacks and any other undesired access to the CAD portion of the network.
  - (B) The CAD system shall employ antivirus software where necessary to protect the system from infection.

**(d) Emergency 911 call Data Exchange.**

- (1) The CAD system should have the capability to allow emergency 911 call data exchange between the CAD system and other CAD systems.
- (2) The CAD system should have the capability to allow data exchange between the CAD system and other systems.

**(e) CAD Capabilities.**

- (1) The installation of a CAD system in emergency service dispatching shall not negate the requirements for a secondary dispatch circuit.

(2) The PSAP shall provide software that is for or part of the CAD system that will provide data entry; resource recommendations, notification, and tracking; store records relating to all emergency 911 calls and all other calls for service and status changes; and track those resources before, during, and after emergency calls, preserving records of those emergency 911 calls and status changes for later analysis.

(A) The PSAP shall put in place safeguards to preserve the operation, sustainability, and maintainability of all elements of the CAD system in the event of the demise or default of the CAD supplier.

(B) The system applications shall function under the overall control of a standard operating system that includes support functions and features as required by the PSAP.

(f) Computer Aided Dispatch (CAD) Performance.

(1) The CAD system shall recommend units for assignment to calls.

(A) The CAD system shall ensure that the optimum response units are selected.

(B) The CAD system shall allow the telecommunicator to override the CAD recommendation for unit assignment.

(C) The CAD system shall have the ability to prioritize all system processes so that emergency operations take precedence.

(2) The CAD system shall detect errors, faults or failures.

(A) The CAD system shall automatically perform all required reconfiguration as a result of errors, faults or failures.

(B) The CAD system shall queue a notification message to the supervisor and any designated telecommunicator positions.

(3) Under all conditions, the CAD system response time shall not exceed 2 seconds, measured from the time a telecommunicator completes a keyboard entry to the time of full display of the system response at any position where a response is required.

(4) The CAD system shall be available and fully functional 99.95 percent of the time, excluding planned maintenance.

(5) The CAD system shall include automatic power-fail recovery capability.

(g) Backup.

(1) The CAD system shall include a data backup system, utilizing either removable media or independent disk storage arrays dedicated to the backup task.

(h) Redundancy.

(1) The failure of any single component shall not disable the entire system.

- (A) The CAD system shall provide automatic switchover in case of failure of the required system component(s).
  - (B) Manual intervention by telecommunicators or others shall not be required.
  - (C) Notwithstanding automatic switchover, the CAD system shall provide the capability to manually initiate switchover.
  - (D) CAD Systems that utilize server and workstation configuration shall accomplish automatic switchover by having a duplicate server available with access to all the data necessary and required to restart at the point where the primary server stopped.
  - (E) CAD Systems that utilize distributed processing, with workstations in the operations room also providing the call processing functions, shall be considered to meet the requirements of automatic switchover, as long as all such workstations are continually sharing data and all data necessary to pick up at the point where the failed workstation stopped are available to all other designated dispatch workstations.
- (2) Monitoring for Integrity.
- (A) The system shall continuously monitor the CAD interfaces for equipment failures, device exceptions, and time-outs.
  - (B) The system shall, upon detection of faults or failures, send an appropriate message consisting of visual and audible indications.
- (3) The system shall provide a log of system messages and transactions.
- (4) A spare display screen, pointing device, and keyboard shall be available in the PSAP for immediate change-out.

History Note: Authority G.S. 62A-42;

Eff.

09 NCAC 06C .0212 is proposed for adoption as follows:

**09 NCAC 06C .0212 TESTING**

(a) General.

- (1) Tests and inspections of all systems shall be made at the regular intervals.
- (2) All equipment shall be restored to operating condition after each test or emergency 911 call for which the equipment functioned.
- (3) Where tests indicate that trouble has occurred anywhere on the system, one of the following shall be required:
  - (A) The telecommunicator shall take appropriate steps within their scope of training to repair the fault.
  - (B) If repair is not possible, action shall be taken to isolate the fault and to notify the person(s) responsible for repair/maintenance.
- (4) Procedures that are required by other parties and that exceed the requirements of these rules shall be permitted.
- (5) The requirements of this Section shall apply to both new and existing systems.

(b) Acceptance Testing.

- (1) New equipment shall be provided with operation manuals that cover all operations and testing procedures.
- (2) All functions of new equipment shall be tested in accordance with the manufacturers' specifications and accepted PSAP practices before being placed in service.

(c) Power.

- (1) Emergency and standby power systems shall be tested in accordance with the manufacturer's specifications and accepted business practices.

History Note: Authority G.S. 62A-42;

Eff.

09 NCAC 06C .0213 is proposed for adoption as follows:

**09 NCAC 06C .0213 RECORDS**

(a) General.

- (1) Complete records to ensure operational capability of all system functions shall be maintained for a minimum of five (5) years.

(b) Acceptance Test Records and As-Built Drawings. After completion of acceptance tests, the following shall be provided:

- (1) A set of reproducible, as-built installation drawings;
- (2) Operation and maintenance manuals;
- (3) Written sequence of operation; and
- (4) Results of all operational tests and values at the time of installation.

(c) Electronic Records.

- (1) For software-based systems, access to site-specific software shall be provided to the PSAP.
- (2) The PSAP shall be responsible for maintaining the records for the life of the system.
- (3) Paper or electronic media shall be permitted.

(d) Training Records.

- (1) Training records shall be maintained for each employee as required by the PSAP.

(e) Operational Records.

- (1) Call and dispatch performance statistics shall be compiled and maintained.
- (2) Statistical analysis for call and dispatch performance measurement shall be done monthly and compiled over a one (1) year period.
  - (i) A management information system (MIS) program shall track incoming emergency 911 calls and dispatched emergency 911 calls and provide real-time information and strategic management reports.
- (3) Records of the following, including the corresponding dates and times, shall be kept:
  - (i) Test, emergency 911 call, and dispatch signals;
  - (ii) Circuit interruptions and observations or reports of equipment failures; and
  - (iii) Abnormal or defective circuit conditions indicated by test or inspection.

(f) Maintenance Records.

- (1) Records of maintenance, both routine and emergency, shall be kept for all emergency 911 call receiving equipment and emergency 911 call dispatching equipment.
- (2) All maintenance records shall include the date, time, nature of maintenance, and repairer's name and affiliation.

*NC 911 Board*  
*09 NCAC 06C*

*History Note: Authority G.S. 62A-42;*  
*Eff.*

09 NCAC 06C .0301 is proposed for adoption as follows:

**SECTION .0300 – COMMERCIAL MOBILE RADIO SERVICE (CMRS) PROVIDERS**

**9 NCAC 6C .0301      REGISTRATION OF CMRS SERVICE PROVIDERS**

(a) CMRS Service Providers, or any reseller of any commercial mobile radio service, which receive authority to serve any area within the State of North Carolina, shall register within thirty (30) calendar days of receiving authority to operate, or of beginning operations, in North Carolina.

(b) Such registration shall be filed with the Commission's Executive Secretary and shall include the following information:

(1) Legal name of CMRS Service Provider;

(2) All business names used by the CMRS Service Provider in North Carolina;

(3) Name, title, mailing address, telephone number, fax number, and email address (if available) of the person to be contacted regarding 911 matters;

(4) A listing of all areas in which the CMRS Service Provider is authorized to serve any portion of North Carolina; and

(5) The FCC filer ID and FCC Registration Number of the CMRS Service Provider.

(c) Changes to any of the above-listed information shall be filed with the Board's Executive Director within thirty (30) calendar days of the effective date of such change(s). This filing requirement includes providing notice to the Board's Executive Director of any and all mergers, divestitures, acquisitions, or other similar actions affecting North Carolina service areas.

History note: Authority: G.S. 62A-42, 62A-45;

Eff.



09 NCAC 06C .0302 is proposed for adoption as follows:

**9 NCAC 6C .0302 CMRS SERVICE PROVIDER REIMBURSEMENT PLANS**

(a) Any CMRS Service Provider desiring reimbursement of eligible expenses from the 911 Fund must prepare and submit a detailed cost recovery plan to the Board. Plans shall be reviewed by Board staff and any committee established by the Board for such purpose. Confidential information shall not be publicly disclosed. To provide the Board adequate information to make an informed decision, CMRS Service Providers seeking reimbursement shall:

- (1) Upon receipt of a request for wireless E911 service from a primary PSAP, the CMRS Service Provider will develop an implementation plan (the Plan, as described in paragraph b) for that PSAP, or the appropriate service area if the CMRS Service Provider serves more than one PSAP; and
- (2) The relevant portions of the Plan, excluding confidential information, will be presented to the requesting PSAP. Upon acceptance of the Plan by the PSAP, the CMRS Service Provider will present the Plan to the Board for approval.

(b) The Cost Recovery Plan shall:

- (1) Describe the chosen technology or technologies used for delivery of calls to the PSAP (SS7 solutions, LEC solution, third party service bureau, etc.);
- (2) Describe the architecture to implement the chosen technology(s) in areas or for PSAPs that have requested wireless or enhanced wireless 911 services, within the CMRS Service Provider's service areas, or statewide, as may be appropriate and relevant to the cost recovery plan. Indicate all counties and/or municipalities of the state in which the CMRS Service Provider provides wireless E911 service and where deployment is expected. Indicate areas of the state, if any, where deployment has already occurred;
- (3) List the known cost elements for the deployment, including non-recurring and recurring charges. Provide statewide costs, if possible;
- (4) Describe personnel costs (estimated number of hours and rates) and actual or proposed third party service rates, if any;
- (5) If cost recovery is proposed on a monthly "per subscriber" rate, indicate the amount and describe the manner in which the rate was calculated.
- (5) Include an accounting of the estimated total of service charges that the CMRS Service Provider expects to remit to the Board as of the anticipated date of the first sworn invoice. Include an estimate of the anticipated monthly service charge remittances for the subsequent 12 months and the anticipated sworn invoices for the same period.

(c) If any CMRS Service Provider believes that it can justify an exception to these CMRS Service Provider 911 Recovery Procedures or to any decision of the 911 Board pursuant to these procedures, it may submit its request and documentation supporting its request to the Board at least fifteen days prior to the Board's next scheduled meeting. The Board will consider the exception request at its next scheduled meeting and shall convey its decision in writing to the requesting CMRS Service Provider.

Note: A list of one-time and recurring costs include: Trunk costs comprising Trunking and Connection fee to 911 Selective Router (per DSO); engineering and network costs comprising facilities; T-1s selective router ports; routing charges; operations; engineering; switch upgrades; research and development; network design; test plan development; and database costs comprising P-ANI administration; database management and reporting/software.

History note: Authority G.S. 62A-45;

Eff.

09 NCAC 6C .0303 is proposed for adoption as follows:

**09 NCAC 6C .0303 Cost Recovery Plan Review**

(a) The Board may establish a committee to review CMRS Service Providers' cost recovery plans.

(b) Any committee will include the Board's Executive Director, chairperson (or his or her designee), the Board's auditor or financial advisor, and one or more Board members who are familiar with the technical aspects of Enhanced 911 Systems. Board members representing CMRS Service Providers cannot be members of this committee.

(1) The initial plan presented to the Cost Recovery committee is intended to allow for the recovery of a CMRS Service Provider's cost on a one-time basis and/or recurring (monthly) basis. The Board may create and periodically revise a list of permitted expenditures consistent with G.S. 62A-45.

(2) The committee will review the proposed cost recovery plan to determine whether the cost and expense items are commercially reasonable.

(3) The committee will refer the proposed cost recovery plan to the Board with a recommendation that it either be approved or rejected. If the recommendation is for rejection, the committee will provide the reason, in writing, to both the Board and the CMRS Service Provider. The subcommittee shall indicate whether the Plan complies with the limitations of G.S. 62A-45(a).

(c) After review by the committee, the CMRS Service Provider will present the plan to the Board at its next regular meeting. Information deemed confidential or proprietary by a CMRS Service Provider as described in G.S. 62A-52 shall not be presented in a public meeting. The Board will not approve reimbursement of any amount in excess of the actual cost of the CMRS Service Provider in providing Enhanced 911. The Board will vote on the plan and provide the CMRS Service Provider, in writing and within 5 working days, either approval or denial. If rejected, the Board will provide documented reasons. The CMRS Service Provider may revise and resubmit its plan at subsequent meetings.

(d) Once a cost recovery plan is approved, the CMRS Service Provider may file claims for reimbursement. One-time costs, if any, will be reimbursed upon submission of sworn invoices. The amount of reimbursement that the CMRS Service Provider is entitled to receive on a recurring costs basis may be calculated as follows, or by other method approved by the Board upon request of a CMRS Service Provider:

(1) by multiplying the number of CMRS subscribers receiving wireless Enhanced 911 service as reported by the CMRS Service Provider prior to its request for reimbursement, by the amount authorized per subscriber for cost recovery by the Board. CMRS Service Providers will be required to report their subscriber counts no less than once per quarter. The dollar

amount paid to the CMRS Service Provider will vary based on total number of subscribers reported by the CMRS Service Provider or

(2) by submission of the actual or estimated recurring costs incurred by the CMRS Service Provider and approved by the board. If the estimated costs are submitted, these costs must be corrected by comparison with actual costs not less than annually; or,

(3) by a combination of the methods above.

(e) The Board may require periodic review and approval of a CMRS Service Provider's plan, but no more often than once per calendar year. After the initial one-year approval period has expired, presentation of a plan for re-approval may be in writing or in person if the Cost Recovery Subcommittee or Board requires.

(f) Once a plan is approved, changes to the plan must be submitted in writing and approved by the Board. A CMRS Service Provider may request an adjustment of the reimbursement rate at any time upon written notice to the Board. Proper justification will be required.

History Note: Authority G.S. 62A-45

Eff.

09 NCAC 06C .0304 is proposed for adoption as follows:

**9 NCAC 6C .0304 CMRS SERVICE PROVIDER REIMBURSEMENT**

(a) Sworn invoices must be attested to by an authorized agent of the CMRS Service Provider. Only costs which comport with an approved Plan are eligible for cost recovery. Costs may be the actual incurred costs of the CMRS Service Provider, an estimate of the incurred costs, or the approved rate per subscriber multiplied by the actual subscriber count. If estimated costs are used, CMRS Service Provider must annually true up its costs to ensure that over-recovery does not occur. CMRS Service Providers must maintain records to demonstrate that costs were actually incurred as invoiced. Internal costs (engineering time, facilities, proportionate share of software, etc.) must be supported by reasonable documentation. All costs are subject to audit by the Board.

(b) A CMRS Service Provider may be reimbursed for actual one-time costs incurred for their selected E911 solution prior to the Board's approval of a CMRS Service Provider's Cost Recovery Plan upon authorization of the Board's Chair and Executive Director. As a condition of such reimbursement, the CMRS Service Provider must sign an agreement stating that if a mistake in reimbursement is made, the CMRS Service Provider will refund any amounts determined by the board to be mistakenly distributed.

(c) CMRS Service Providers shall not be reimbursed in excess of actual and approved costs.

History note: Authority G.S. 62A-45;

Eff.

09 NCAC 06C .0305 is proposed for adoption as follows:

**9 NCAC 6C .0305 CMRS SERVICE PROVIDER REPORTING**

(a) CMRS Service Providers shall submit quarterly reports to the Board that identify or graphically depict areas of the state in which wireless or enhanced wireless 911 services have been implemented and indicating the schedule, if known, for implementing such services in the CMRS Service Providers' remaining service areas.

(b) Each CMRS Service Provider shall file an annual report with the Board, by February 15th of each year that provides total customer count as of December 31 of the preceding year. This annual report, as well as the required monthly reports, shall be subject to verification by the Board.

History note: Authority G.S. 62A-45, 62A-51;

Eff.

09 NCAC 06C .0306 is proposed for adoption as follows:

**9 NCAC 6C .0306      REMITTANCE OF SERVICE CHARGES**

(a) Service Providers shall remit service charges to the 911 Board:

911 Board

Information Technology Services

P.O. Box 17209

Raleigh, NC 27619-7209

(b) Service Providers may remit funds by check payable to the Board, or by electronic funds transfer upon satisfaction of transaction processing requirements.

(c) Voice communications service providers that assess the service charge to resellers of their services shall remit such service charges to the Board.

(d) The Office of Information Technology Services (ITS) Fiscal Services will act as the receiving agent for the Service Providers' monthly reimbursements and as the administrator of the 911 Fund.

(e) Funds will be deposited in accordance with the State Cash Management Plan.

History note: Authority G.S. 62A-43, 147-86.11;

Eff.

09 NCAC 06C .0307 is proposed for adoption as follows:

**09 NCAC 06C .0307      PREPAID WIRELESS SERVICE**

- (a) A Reseller of wireless services is not responsible for collecting and remitting the service charge if such Reseller's voice communication service supplier remits the appropriate service charges for the wireless services resold by such Reseller.
- (b) A Reseller of wireless services shall give notice to the Board if the service charges will be remitted to the Board by such Reseller's voice communication service supplier(s). Notice shall include the identity of the voice communication service supplier(s), the contract(s) or other document(s) together with information as may be necessary or proper to calculate the appropriate service charge, and such other information as may be required by the Board.
- (c) A Reseller of wireless services that does not remit service charges is not eligible for reimbursement under G.S. 62A-45.
- (d) Contract or other information submitted to the Board may be proprietary under G.S. 62A-52. Any confidential information shall be marked accordingly prior to delivery to the Board.

History Note:      Authority: G.S. 62A-43;  
Eff.



09 NCAC 06C .0401 is proposed for adoption as follows:

## **SECTION .0400 – GRANT FUND**

### **09 NCAC 06C .0401 PSAP GRANTS**

(a) After establishing a Grant Account, the Board shall publish a notice of grant availability to primary PSAPs and governing entities operating primary PSAPs.

(b) Any primary PSAP or the governing entity operating a primary PSAP may apply for a grant.

(c) Each applicant applying for grant funds shall complete and submit an application, in the form prescribed by the Board, which is incorporated herein by reference and which may be obtained from the Board office at the following address:

Executive Director  
c/o NC Office of Information Technology Services  
P.O. Box 17209  
Raleigh, NC 27609

(d) The Board will accept grant applications as stated in the Board's published notice of grant availability. Grant applications submitted that do not conform to the Board's published requirements may be considered at the discretion of the Board, provided that Grant funds are not exhausted by conforming grant applications and non-conforming grant applications satisfy G.S. 62A-47.

(e) Applications for grants for each item over \$25,000 must be accompanied by at least three written competitive quotes. The Board will compare the three quotes to any existing state contract in order to determine appropriate funding.

History note: Authority G.S. 62A-47;

Eff.

09 NCAC 06C .0402 is proposed for adoption as follows:

**09 NCAC 06C .0402 PSAP GRANTS FOR CONSTRUCTION**

**(a) General.**

- (1) As a condition for receipt of a grant from the North Carolina 911 Board for any type of new construction or for a renovation of an existing structure and/or facility incorporated into the construction agreement(s) shall be the following requirements.
- (2) The requirements in this Section, PSAP Grants for Construction, shall apply only to new construction and construction renovations funded by the North Carolina 911 Board. Existing PSAP facilities are encouraged to meet these rules, but are not required to meet these rules.

**(b) HVAC.**

- (1) HVAC systems shall be designed to maintain temperature and relative humidity within limits specified by the manufacturer of the equipment critical to the operation of the PSAP.
- (2) HVAC systems shall be independent systems that serve only the PSAP.
- (3) HVAC system intakes for fresh air shall be arranged to minimize smoke intake from a fire inside or outside the building and to resist intentional introduction of irritating, noxious, toxic, or poisonous substances into the HVAC system.
- (4) HVAC emergency controls shall be provided in the operations room to permit closing of outside air intakes.
- (5) Backup HVAC systems shall be provided for the operations room and other spaces housing electronic equipment essential to the operation of the PSAP.
- (6) HVAC systems shall be designed so that the PSAP is capable of uninterrupted operation with the largest single HVAC unit or component out of service.

**(c) Fire Protection.**

- (1) The PSAP and spaces adjoining the PSAP shall be provided with an automatic fire detection, alarm, and notification system.
- (2) The alarm system shall be monitored in the operations room.
- (3) Operation of notification appliances shall not interfere with communications operations.
- (4) Electronic computer and data processing equipment shall be protected in accordance with the manufacturer's recommended specifications, and common business practices.

**(d) Security.**

- (1) The PSAP and other buildings that house essential operating equipment shall be protected against damage from vandalism, terrorism, and civil disturbances.

- (2) Entry to the PSAP shall be restricted to authorized persons.
- (3) Entryways to the PSAP that lead directly from the exterior shall be protected by a security vestibule.
- (4) Door openings shall be protected by listed, self-closing fire doors that have a fire resistance rating of not less than 1 hour.
- (5) Where a PSAP has windows, the following requirements shall apply:
  - (A) Windows shall be a minimum of 4 ft (1.2 m) above floor level.
  - (B) Windows shall be rated for bullet resistance to Level 4 as defined in UL 752, Standard for Safety Bullet-Resistant Equipment.
  - (C) Windows that are not bullet resistant shall be permitted provided that they face an area that cannot be accessed or viewed by the general public.
  - (D) Windows that are required to be bullet resistant shall be configured so that they cannot be opened.
  - (E) Walls with bullet-resistant windows shall be required to provide the same level of protection as the window.
- (6) Means shall be provided to prevent unauthorized vehicles from approaching the building housing the PSAP to a distance of no less than 82 ft (25 m).
- (7) As an alternative to prevent unauthorized vehicles, unauthorized vehicles shall be permitted to approach closer than 82 ft (25 m) if the building has been designed to be blast resistant.

(e) Lighting.

- (1) Artificial lighting shall be provided to enable personnel to perform their assigned duties.
- (2) Emergency Lighting. The PSAP shall be equipped with emergency lighting that shall illuminate automatically immediately upon failure of normal lighting power.
- (3) Illumination levels shall be sufficient to allow all essential operations.

(f) Circuit Construction and Arrangement.

- (1) As built drawings shall be provided.
- (2) Circuits shall not pass over, pass under, pass through, or be attached to buildings or property that is not owned by, or under the control of, the PSAP or the entity that is responsible for maintaining the system.
- (3) Emergency 911 call instruments installed in buildings not under control of the PSAP shall be on separate dedicated circuits.
- (4) The combination of public emergency services communication and signaling (C&S) circuits in the same cable with other circuits shall comply with the following:

(A) Other municipally controlled C&S circuits shall be permitted.

(B) Circuits of private signaling organizations shall be permitted only by permission of the PSAP.

(g) Underground Cables.

(1) Underground communication and signal cables shall be brought above ground only at points where the PSAP has determined there is no potential for mechanical damage or damage from fires in adjacent buildings.

(2) All cables that are installed in manholes, vaults, and other enclosures intended for personnel entry shall be racked and marked for identification.

(3) Cable splices, taps, and terminal connections shall be located only where accessible for maintenance and inspection and where no potential for damage to the cable due to falling structures or building operations exists.

(4) Cable splices, taps, and terminal connections shall be made to provide and maintain levels of conductivity, insulation, and protection that are at least equivalent to those afforded by the cables that are joined.

(h) Aerial Cables and Wires.

(1) Protection shall be provided where cables and wires pass through trees, under bridges, and over railroads, and at other locations where damage or deterioration is possible.

(i) Wiring Inside Buildings.

(1) At the PSAP shall extend to the operations room in conduits, ducts, shafts, raceways, or overhead racks and troughs of a construction type that protects against fire and mechanical damage.

(2) Cables or wiring exposed to fire hazards shall be protected from the hazard.

(3) At the PSAP, cable terminals and cross connecting facilities shall be located either in or adjacent to the operations room.

(4) All wired dispatch circuit devices and instruments whose failure can adversely affect the operation of the system shall be mounted in accordance with the following:

(A) On noncombustible bases, pedestals, switchboards, panels, or cabinets; and

(B) With mounting designed and constructed so that all components are readily accessible.

(j) Circuit Protection.

(1) All surge arresters shall be connected to earth ground.

(2) All protective devices shall be accessible for maintenance and inspection.

(3) Wired surge arresters shall be designed and listed for the specific application.

- (4) Each conductor that enters a PSAP from a partial or entirely aerial line shall be protected by a surge arrester.

(k) Grounding.

- (1) Sensitive electronic equipment determined by the PSAP to be essential to the operation of telecommunications and dispatching systems shall be grounded.
- (2) Listed isolated ground receptacles shall be provided for all cord-and-plug-connected essential and sensitive electronic equipment.
- (3) Unused wire or cable pairs shall be grounded.
- (4) Ground connection for surge suppressors shall be made to the isolated grounding system.

(l) Access.

All equipment shall be accessible for the purpose of maintenance.

History Note: Authority G.S. 62A-47; 62A-42;

Eff.

09 NCAC 06C .0403 is proposed for adoption as follows:

**9 NCAC 6C .0403 GRANT AGREEMENTS**

- (a) Grant agreements shall comply with requirements of N.C.G.S. 143C and administrative rules.
- (b) Unless otherwise determined by the Board, grant agreements will have a term not to exceed one year, and will begin on 1 July of the year awarded.

History note: Authority G.S. 62A-42, 62A-47, 143C-6-22,-23;

Eff.

09 NCAC 06C .0404 is proposed for adoption as follows:

**9 NCAC 6C .0404 GRANT APPLICATION APPROVAL**

- (a) The Board will approve grants for leased equipment only if the applicant can demonstrate that a lease agreement would be financially beneficial to the grant program.
- (b) Priorities for awarding of grants will be determined by the Board.

History note: Authority G.S. 62A-47;

Eff.

09 NCAC 06C .0405 is proposed for adoption as follows:

**9 NCAC 6C .0405 GRANT FUNDS**

(a) Grant funds shall be deposited in a bank account maintained by the applicant, and each grant shall be assigned a unique accounting code designation for deposits, disbursements, and expenditures. All Grant funds in the account shall be accounted for separately from other grantee funds. Grant funds may be used only between the beginning and ending dates of the grant, unless an extension is requested and authorized by the Board.

(b) Grant funds are not transferable to any other entity. If equipment purchased using grant funds is sold or transferred within three (3) years of the end of the grant period, the grantee must return the grant funds to the Board on a pro-rata basis.

History note: Authority G.S. 62A-47;

Eff.



09 NCAC 06C .0406 is proposed for adoption as follows:

**09 NCAC 06C .0406 GRANTEE REPORTS**

Grantees must submit reports to the Board summarizing expenditures of the grant funds and the activities supported by the grant funds. Unless otherwise stated in a Grant Agreement, the reports are due 15 days after the end of the reporting periods, which end September 30, December 31, March 31, and June 30. A final report must be submitted to the Board no more than 45 days after completion of the grant, detailing the activities, expenditures of the funds, and the ways in which the needs identified in the grant application were met. The final report must be accompanied by supporting documentation for all expenditures of the grant funds.

History Note: Authority G.S. 62A-47, 143C-6-22, and 143C-6-23;

Eff.